



 <p>GIG CYMRU NHS WALES Iechyd Cyhoeddus Cymru Public Health Wales</p>	<p>Name of Meeting People and Organisational Development Committee</p> <p>Date of Meeting 14 October 2025</p> <p>Agenda item: 7</p>
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<h2>Welsh Language reporting 2024 – 2025</h2> <h3>More Than Just Words Annual Update</h3>	
<p>Executive lead:</p>	<p>Neil Lewis, Director of People and OD</p>
<p>Author:</p>	<p>Sian Jones, Welsh Language Manager Sam Sutton, Welsh Language Advisor</p>

<p>Approval/Scrutiny route:</p>	<p>Leadership Team People and Organisational Development Committee</p>
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<p>Purpose</p>
<p>More Than Just Words annual update 2024 - 2025</p> <p>The purpose of the More Than Just Words Annual Progress report is to monitor Public Health Wales and NHS Wales Performance and Improvement’s progress with delivering the actions set out in Welsh Government’s More Than Just Words Five Year Action Plan 2022 – 2027.</p> <p>The report allows us to monitor progress, celebrate successes and identify challenges going forward with meeting the actions within the plan.</p> <p>This progress report is to be submitted to Welsh Government and reports on the period between April 2024- March 2025.</p>

<p>Recommendation:</p>				
<p>APPROVE <input type="checkbox"/></p>	<p>CONSIDER <input type="checkbox"/></p>	<p>RECOMMEND <input type="checkbox"/></p>	<p>ADOPT <input type="checkbox"/></p>	<p>ASSURANCE <input checked="" type="checkbox"/></p>
<p>The Committee is asked to:</p> <ul style="list-style-type: none"> Review and take assurance of the attached More Than Just Words Annual Progress report. 				

Link to Public Health Wales [Strategic Plan](#)

Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities and well-being objectives.

This report contributes to the following:

Strategic Priority/Well-being Objective	1 - Influencing the wider determinants of health
Strategic Priority/Well-being Objective	2 - Promoting mental and social wellbeing
Strategic Priority/Well-being Objective	4 - Delivering excellent public health services

Summary impact analysis

Equality and Health Impact Assessment	There is no decision required here so an EHIA has not been completed.
Risk and Assurance	Non-compliance with Welsh Language legislation is a reputational risk for us as an organisation. Welsh language sits on some Departmental risk registers for this reason and departments are encouraged to identify Welsh compliance as a risk on their registers, where appropriate, so that remediation action can be taken.
Health and Social Care (Quality and Engagement) (Wales) Act	This report supports and/or takes into account the Health and Care Standards for NHS Wales Quality Themes Theme 3 – Effective Care Theme 4 – Dignified Care Theme 7 – Staff and resources
Financial implications	There are ongoing financial implications of the Welsh Language Standards and More Than Just Words in terms of translation and staff costs.
People implications	Upskilling of staff so that they are able to use their Welsh skills confidently in the workplace; our recruitment processes and how they can better support our need to employ more Welsh speakers; the operational standards and the services we offer our members of staff in Welsh; our workforce plans. Updates on these are within the report.



1. Purpose / situation

The annual update report on the **More than just words Action Plan 2022-27** is to allow us as an organisation to monitor our progress against the actions set out in Welsh Government's More Than Just Words Five Year Action Plan 2022 – 2027 and identify areas that we need to develop and improve over the next year.

This year, Welsh Government have included all targets within their templates and not all of them are relevant to PHW. We have provided updates where they are needed and marked the others with 'No PHW response needed' for clarity.

2. Background

More than just words is the Welsh Government's strategic framework to strengthen Welsh language provision in health and social care. Its aim is to support Welsh-speakers to receive services in their first language.

The framework was first launched in 2012 (before the Welsh Language Standards) and updated plans were launched in 2016, 2019 and 2022.

All Health and Social Care organisations, including PHW, have completed annual reports for Welsh Government on More Than Just Words for the past few years.

In 2022, the new More Than Just Words Five Year Action Plan was launched for 2022 – 2027 which contains short, medium and long-term actions for all health and social care organisations in Wales.

One of the Monitoring Progress actions within the plan asks for an annual report to be submitted from each health and social care organisation to Welsh Government so that updates can be given, and further actions identified. This is our third annual update report on the actions within the 2022 five-year plan.

Members of Public Health Wales Welsh Language Team meet quarterly with the Welsh Language Unit within Welsh Government's Health and Social Care department to discuss co-operation to meet the aims and targets of the framework and action plan.

3. Description/Assessment

As a public organisation in Wales, Public Health Wales is under a legal duty to comply with the More Than Just Words five-year plan, to improve and develop the Welsh Language services we offer our service users, customers and staff.



Public Health Wales have a set of actions we must meet under More Than Just Words. This reports give an update on our compliance with these actions.

There is much positive news within the report and some of the highlights from 2023 – 2024 are:

- New learn Welsh opportunities have been available to our staff over the past year, including the Building Confidence and Croeso opportunities, provided by Coleg Cambria and funded by Welsh Government. Both these opportunities will continue to 2025 – 2026 and will support us as an organisation to meet Welsh Government targets and to embed the Welsh language within workforce planning.
- We exceeded Welsh Government’s target of 90% for the numbers of staff who have completed the Welsh Language Awareness module on ESR (96.7% of PHW staff).
- 97% of our staff have now recorded their Welsh Language skills on ESR
- Our Welsh language staff network, Ymlaen, continues to grow with membership exceeding a 100 over the last year. Welsh Language Week, held between March 3rd – 8th, was a highlight of the year for the network and the Welsh Language generally at Public Health Wales.
- Major improvements have been made across our Welsh web estate following the remediation project, with plans for our new website to be launched fully in early 2026.
- Our Welsh translation processes for staff have improved greatly with the launch of a new Welsh Translation Request Portal, increase in our SLA with NWSSP, a new PHW external translation framework and the employment of a new Welsh Translation Coordinator post.

The report also recognises that there are areas we need to concentrate on further over the next year. These are:

- We will ensure as many members of staff as possible have access to the Croeso and Codi Hyder learn Welsh opportunities, in order to meet Welsh Government’s targets
- We will ensure our workforce plans include strong and measurable Welsh language targets which will result in a positive change in Welsh language staff numbers and skills over the next 10 years.
- We will continue to work with NWSSP on their Wales wide translation memory project to avoid duplication and to bring efficiencies to the NHS in Wales as a whole.
- We will use the Hwb Iaith website to promote PHW and share best practice.

Once approved and translated, a copy of our More Than Just update report will be emailed to colleagues at Welsh Government.



3.1 Well-being of Future Generations (Wales) Act 2015

The reports work has been drafted following the five ways of working, as defined within the sustainable development principle in the Act, in the following ways:



The targets for us under More Than Just Words are to be met between 2023 – 2027. The report outlines our successes over the last year and our targets for the coming year to ensure that the Welsh language is embedded within the organisation in the long term.



Alongside ensuring that our customers and service users in Wales receive the best possible service from us in Welsh, we aim to continuously limit the risk of non-compliance with Welsh language legislation.



Public Health Wales’s aim is for the Welsh Language to be an integral of the organisation and of everything that we do. The report outlines the work already achieved and our targets for the future to enable this to happen.



The report details how staff across Public Health Wales work collaboratively to ensure the Welsh language is embedded within the organisation. The report also includes detail of how we work with colleagues from NHS Wales organisations, Welsh Government and beyond.



The Welsh language is for everyone at Public Health Wales and we encourage all our staff to learn, develop and use their Welsh at work.

4. Recommendation

The Committee is asked to:

- Review and take **assurance** of the attached More Than Just Words Annual Progress report.